

iPermits

“A Customer Contractor Portal”



Getting Started Package

Follow these steps to start using our new and improved online permits site.

1. Complete the [iAcknowledgement Form](#) (notary required) included in this package and submit to the City of Houston via email to rmcacd@houstontx.gov or in person at 1002 Washington Street, Houston, TX 77002.
2. You will receive a confirmation email from the City of Houston.
3. Visit <http://www.pdinet.pd.houstontx.gov/LMS Online Permits/SelectUserProfile.asp> to create a user profile and start using iPermits.

IMPORTANT NOTE: Only the license holder may complete this process.



For questions, please contact the Online Permits Section at 832-394-9077 (Please note this is a high volume phone) or via email at permits_office@houstontx.gov



**CODE ENFORCEMENT iPERMITS
ACKNOWLEDGEMENT LETTER**

INTRODUCTION

Code Enforcement iPermits is a new online service offered by the City of Houston. By subscribing to it, contractors will have the ability to purchase permits, keep track of projects, and schedule inspections. To participate in this program, the licensee must complete and submit the following letter to the Customer Assistance Office.

ACKNOWLEDGEMENT

I _____ Master # (if applicable) _____ Contractor/Licensee# (if applicable) _____,
wish to subscribe to iPermits. My Advance Pay Account number (if applicable) _____. My primary email address is _____.

At this email address, I can receive any confirmation or notification that the Code Enforcement Group may need to send. If any changes are made to my email address, I will notify the appropriate Inspections Section.

I would like to request the following **User Name** _____ and **web pin #** _____.
(6 - 8 characters) (6 - 8 characters)

☐ Please subscribe me to the Code Updates E- Newsletter.

The listed person(s) whose signature(s) appears below is/are authorized to perform the actions specified below. I am responsible for all permits pulled and work performed.

1. _____
(Print Name) (DL #) (Signature)

☐ Purchase Permits ☐ Schedule Inspections ☐ Access to Advance Pay Account ☐ Other _____

2. _____
(Print Name) (DL #) (Signature)

☐ Purchase Permits ☐ Schedule Inspections ☐ Access to Advance Pay Account ☐ Other _____

3. _____
(Print Name) (DL #) (Signature)

☐ Purchase Permits ☐ Schedule Inspections ☐ Access to Advance Pay Account ☐ Other _____

4. _____
(Print Name) (DL #) (Signature)

☐ Purchase Permits ☐ Schedule Inspections ☐ Access to Advance Pay Account ☐ Other _____

5. _____
(Print Name) (DL #) (Signature)

☐ Purchase Permits ☐ Schedule Inspections ☐ Access to Advance Pay Account ☐ Other _____

6. _____
(Print Name) (DL #) (Signature)

☐ Purchase Permits ☐ Schedule Inspections ☐ Access to Advance Pay Account ☐ Other _____

I understand that any and all permits purchased on my behalf shall adhere to the City of Houston Codes and any applicable City policies thereto.

Licensee Printed Name

Company Name

Licensee Signature

Telephone Number

State Master's Lic. No.
(If applicable)

Date

NOTE: If at any time any person(s) you have authorized to obtain permits or to do business in your name is (are) no longer in your employ, you must submit an updated, authorized list deleting and/or adding authorized personnel. Failure to do so may allow unauthorized persons to use your name and/or license number to obtain permits.

SUBSCRIBED AND SWORN TO BEFORE ME this _____ day of _____, 20____.

Notary Public in and for the State of Texas

(Notary Seal)

Printed Name of Notary Public (must be legible)

CONTACT INFORMATION

Please submit the completed form by email. If you do not receive a confirmation email within 2 days please call us.

Phone Number: 832-394-9000

Email: rmcad@houstontx.gov

IMPORTANT PHONE NUMBERS

Electrical 832-394-8860

Mechanical 832-394-8850

Plumbing Inspections 832-394-8870

Sign Administration 832-394-8890

Structural Inspections 832-394-8840

Creating an Online Profile

1. Go to: http://www.pdinet.pd.houstontx.gov/ILMS_Online_Permits/default.asp
2. Click on "First Time User?"
3. Enter the required information
4. Click the <Submit Add> button

The user profile has been created.

To give your associates/staff access to your profile repeat steps 1-4.

Logging In

1. Enter the user name
2. Enter the password
3. Click the <Submit> button



PURCHASE PERMITS

Existing Project Number

1. Click <Continue to Contractor Online Service>
2. Select your license number
3. Click <Buy a New Permit>
4. Enter project number
5. Click permit type button

New Project Number

1. Click <Buy a New Permit>
2. Select Property Search
3. Enter address
4. Click <Search for Address>
5. Click the appropriate name from the street list
5. Click the address
6. Click <Start a New Project>

7. Select the Building Category
8. Select the Permit Type
9. Check acknowledgement box
10. Click <Verify Data & Begin the New Application Process>
11. Enter item count
12. Click <Calculate/Recalculate the Permit Fees>
13. Check acknowledgement box
14. Click <Finalize Sales Order>
14. Select method of payment
15. Purchase permit

- No work shall be performed prior to the issuance of the permit.
- The contractor is responsible for address errors.

- | | |
|---|---------------------------|
| 1 | Register with the section |
| 2 | Create an online profile |
| 3 | Logon |
| 4 | Purchase permits |

CONTACT US

Email Us

rmcacd@houstontx.gov

Visit us online

www.houstonpermits.com

General Information

832-394-9000



This document was created by the CACD Office

"HOW TO" GUIDE

FOR THE



iPermits

WEBSITE

"A Customer Contractor Portal"



City of Houston
Public Works & Engineering Department
Code Enforcement Branch



OVERVIEW

THE NEW SITE



The new Online Permits site, Code Enforcement iPermits, is to replace the current site Online Permits and provide more of the permit information at your fingertips. This site has been designed to allow you to view and manage your projects from the convenience of your home, office or anywhere internet is accessible.

BENEFITS OF THE SITE

- 24/7 access.
- No wait time on most permits.
- Permits can be emailed directly from the portal.
- View permits purchased under your license number.
- View advance pay account history/balance.
- Schedule inspections.

GENERAL INFORMATION



Users are required to complete the iAcknowledgement Letter and submit to the City of Houston prior to accessing iPermits. This may be done online, email or in person. A confirmation email will be returned including the web logon information.

Trade Contractors

All trade contractors, electrical, mechanical and plumbing must be registered with each respective trade Inspection Section at the City of Houston.

License and insurance information must be current.

General Contractors ~ Permit Services



Non-licensed users are required to establish a Non Registered profile at

http://www.pdinet.pd.houstontx.gov/ILMS_Online_Permits/addUserProfile.asp

An iAcknowledgment Letter is not required for the Non-licensed user.

NOTE: Non-licensed users that are advance pay account holders are required to complete the iAcknowledgment Letter.



www.pdinet.pd.houstontx.gov/ILMS_Online_Permits/default.asp

The email address provided at the time of registration must be the same email address used when creating a logon. If the email addresses are not identical, you will not be able to create a logon.

Advance Payment Account

Once the log-in is created, the City of Houston will attach the APA to the to the license number. For information on establishing an APA contact the Permits Section at

permits_office@houstontx.gov.

GETTING STARTED

Registration

1. Call or visit the applicable City of Houston Section (e.g., Plumbing, Electrical Inspections, etc.).
2. Complete Form 1240-CE iPermits Acknowledgement Letter.
3. Submit form to the City of Houston via email at rmcad@houstontx.gov.
4. Registered login will be assigned.

NOTE: The web pin and the scheduling pin are two different numbers. The web pin is to logon to iPermits and the scheduling pin is used to schedule inspections.



ADVANCE PAY ACCOUNT (APA) GUIDELINE

OPEN AN ADVANCE PAY ACCOUNT (APA)

The following items are required to establish an APA:

1. "Form CE-1052 Authorization Form for Advance Pay Accounts" or a letter indicating the name of the person(s) you authorize to obtain permits using your APA (persons who may sign the permit application and acquire permits in person at the *Permits Section*). Also include your mailing address, phone number, fax number and the name of a contact person for your firm.
2. A check payable to the City of Houston. Minimum initial deposit is \$500.00.

In Person

Drop off the form/letter and payment at our office located at 1002 Washington Avenue, 1st floor, Houston, TX 77002 (Counter #17). **Note:** Minimum processing time is 24 hours.

Mail

Mail the required documentation to:

Permits Section
P.O. Box 61167
Houston, TX 77208-1167

You will be contacted when your account has been established. Once established, the APA may be used to purchase permits online at http://www.pdinet.pd.houstontx.gov/ILMS_Online_Permits/default.asp or by faxing a completed permit application to the following number **(832) 394-9618**.

PERMIT APPLICATIONS

The permit application must be completely filled in and must display your **APA NUMBER** and your return fax number.

When the permit is produced, your APA is debited for the permit amount and a copy of the permit is faxed to you. The faxed copy you will receive is acceptable for posting on the jobsite and will be the only copy you will receive. Processing time for all permits is a minimum of 24 hours. If you do not receive a permit via fax within 24 hours, please call one of the following numbers: (832) 394-9077 or (832) 394-9063.

DEPOSITS TO YOUR ACCOUNT

A minimum deposit of \$150.00 is required to replenish your account. Permits cannot be sold using an APA if the account does not contain sufficient funds for that purchase. Deposits can be made in person, or by mail.

Note: Expect delays when submitting deposits via U.S. mail.

BALANCES DUE

Balances due for reinspection fees, registration fees and similar charges may be paid with your APA. Such balances due, if any, must be **PAID** before permits may be obtained using this program.

MONTHLY STATEMENTS

A statement of transactions will be sent by the 15th of the next month for your reconciliation. Please check immediately for any charges that may be incorrect.



**AUTHORIZATION FORM FOR
ADVANCE PAY ACCOUNTS (APA)**

Date: _____

COMPANY INFORMATION

Company Name: _____

Contact Person: _____

Company Address: _____

City _____ State _____ Zip Code _____

Mailing Address (if different): _____

City _____ State _____ Zip Code _____

Phone Number: _____ Fax Number: _____

LICENSEE INFORMATION

License holder associated with this account.

Licensee's Name: _____ License Number: _____

Trade: ☐ Electrical ☐ Mechanical (HVAC) ☐ Plumbing

AUTHORIZED USERS

Persons authorized to obtain permits under this account and license holder (if applicable):

1. _____ 4. _____

2. _____ 5. _____

3. _____ 6. _____

Signature of License Holder and Number: _____

FOR OFFICE USE ONLY

Type of permit: _____ Account Number: _____

Check Number: _____ Receipt Number: _____ Processed By: _____